

Frequently Asked Questions

Do you fluoridate the water?

No, the Town does not fluoridate the water.

Why is my water discolored?

Some times when water runs rapidly through pipes sediment can get stirred up, such as when we flush the hydrants or during high volume usage. If your water is discolored, let the faucet run for several minutes until the water is clear. If you continue to have a problem, please call us at 978-649-4514 x230.

How many times a year do you read meters?

Twice – once in April and once in October.

My neighbor is paying less for water than I do, why?

Your neighbor is more then likely using less water then you. We bill by the amount of water that flows through and registers on your meter. Larger families, the filling of pools, watering gardens/lawns, washing cars, long or frequent showering, daily laundry, etc. all contributes to larger water bills.

What if I have a water emergency?

During working hours (Monday – Thursday 7:30am-3:00pm) call the office at 978-649-4514 x230. If it is after hours or weekends, call the non-emergency Dunstable Police Department number at 978-649-7445.

Does Dunstable have a watering restriction bylaw?

Yes, Dunstable passed a bylaw in 2006, however, has not needed to enforce the restriction because we currently have an adequate water source. If we decide to use the water restriction bylaw, we will notify customers in advance.

I am buying a house in Dunstable; do I need to let you know?

Yes, please check with the closing attorney. All outstanding water bills stay with the property and if the bill is not paid at closing by the previous owner, you will be responsible for any outstanding balances due along with interest, penalties and possibly liens. Also, please call the office to give us your name, address and telephone number so we may forward future bills to the correct owner to avoid late charges.

I am selling a house in Dunstable; do I need to let you know?

Yes, we will need to do a final meter reading prior to the closing. Please check with the closing attorney to get that process started. The office needs at least one week notice so that we have ample time to read the meter and generate your invoice. We do not want your closing being held up. A \$50 final meter reading charge is added to the bill for this service.

Who do I call for water bill questions?

Please call the Water Department office (Monday thru Thursday, 7:30am-3:00pm) 978-649-4514 x230.

When is my water bill due?

You have 30 days from the date of the invoice to send in your payment. After 30 days, a late charge will be added to the next bill, as well as future bills, until the invoice is paid in full.

Where do I pay my water bill?

You may come to the office at 511 Main Street (lower level) or mail your payment to: Dunstable Water Department, 511 Main Street, Dunstable, MA 01827.

What happens if someone doesn't pay their water bill?

The Water Department is an enterprise fund which means that we depend on water payments in order to budget for our yearly expenses; therefore, we would like our customers to stay current on their water bills. If someone doesn't pay their bill on time, an invoice (with interest) is mailed to the customer each and every month they are late. In March, the Water Department publishes, in the Neighbor to Neighbor, a reminder of our Rules and Regulations regarding shutting off water to customers that have unpaid water bills. In April the customer will receive, by certified mail, a copy of their outstanding water bill asking for payment within two weeks. If the bill remains unpaid after the two week period, they will receive an invoice delivered to their home by the **Constable** stating that if the bill is not paid within one week, water will be shut off on a certain date/time. Water **WILL** be shut off and not turned back on until we receive payment in full with interest, fees, penalties, etc. (including a \$75 shut off and \$75 turn on fee).

Do you allow payment plans?

Not generally, however, if there is a hardship and you require a payment plan, please contact the office or attend our monthly meeting (generally 4th Tuesday of the month) to request it from the Water Commissioners. Interest will continue to accrue for the unpaid portion of your bill.

Do you allow for senior citizen discounts?

Not currently.

Can I be put on a list for Water Department notices?

Yes, send your e-mail to: CMann@dunstable-ma.gov and we will add you to the list to be notified of interruptions, flushing schedule, etc.